

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
EXECUTIVE OFFICE OF THE MAYOR  
OFFICE OF VICTIM SERVICES AND JUSTICE GRANTS



**FY 22 Performance Management Initiative Questions**

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## Organizational Data

- All questions will be deleted

## Victim Data

### Primary Victim Data

1. Number of new primary victims served by this grant this quarter
2. Number of continuing primary victims served by this grant this quarter
3. Unique new primary victims served by victims stated gender:
  - a. Man/boy
  - b. Woman/girl
  - c. Self-identified as trans woman/girl
  - d. Self-identified as trans man/boy
  - e. Prefer not to say
  - f. Unknown gender
  - g. Other

Total genders reported (auto calculates) (must equal the total number of new primary victims)

4. Unique new primary victims served by victims stated race(s) or ethnicity(y/ies)
  - a. White, non-Latino/Caucasian
  - b. Black/African-American
  - c. African
  - d. Hispanic/Latinx/Latino/a
  - e. Indigenous/American Indian/Alaskan Native
  - f. Asian/Native Hawaiian/other Pacific Islander
  - g. Two or more races or ethnicities
  - h. Unknown
  - i. Other

Total race/ethnicity responses reported (auto-calculated) (must equal the total number of new primary victims)

5. Unique new primary victims served by victim's age
  - a. 0-10
  - b. 11-12
  - c. 13-17
  - d. 18-24
  - e. 25-30
  - f. 31-34
  - g. 35-59
  - h. 60-65
  - i. 66 and older
  - j. Unknown

Total ages reported (auto-calculated) (must equal the total number of new primary victims)

### **Secondary Victim Data**

6. Number of new secondary victims served by this grant this quarter
7. Number of continuing secondary victims served by this grant this quarter
8. Unique new secondary victims served by victims stated gender:
  - a. Man/boy
  - b. Woman/girl
  - c. Self-identified as trans woman/girl
  - d. Self-identified as trans man/boy
  - e. Prefer not to say
  - f. Unknown gender
  - g. Other

Total genders reported (auto calculates) (must equal the total number of new secondary victims)

9. Unique new secondary victims served by victims' stated race(s) or ethnicity(y/ies)
  - a. White, Non-Latino/Caucasian
  - b. Black/African-American
  - c. African
  - d. Hispanic/Latinx/Latino/a
  - e. Indigenous/American Indian/Alaskan Native
  - f. Asian/Native Hawaiian/other Pacific Islander
  - g. Two or more races and or ethnicities
  - h. Unknown
  - i. Other

Total race/ethnicity responses reported (auto-calculated) (must equal the total number of new secondary victims)

10. Unique new secondary victims served by victim's age
  - a. 0-10
  - b. 11-12
  - c. 13-17
  - d. 18-24
  - e. 25-30
  - f. 31-34
  - g. 35-59
  - h. 60-65
  - i. 66 and older
  - j. Unknown

11. Total Ages Reported (auto-calculated) (must equal the total number of new secondary victims)

### **All Victim Data**

12. Total clients served (auto-calculated) (sum of new and continuing primary and secondary victims)

13. Number of Limited English Proficient (LEP) clients served. This includes new, continuing, primary, and secondary victims.
14. Number of times your agency accessed the victim services interpreter bank
15. **Number of unique victims provided with information about the (Crime Victims Compensation) CVC**
16. Number of unique victims' CVC claims for which your agency or organization provided assistance in filing or referrals for filing
17. Location of residence for each unique new crime victim served this reporting quarter. This includes new primary and new secondary victims.

*Note: One quadrant of residence should be reported for each new primary AND each new secondary victim. The below calculation is based on the total new primary and new continuing victims reported on the previous pages of this report. This is how many quadrants of residence should be reported below. The data will not save if the correct number of quadrants of residence are not reported.*

- a. NE
- b. SE
- c. NW
- d. SW
- e. No fixed address
- f. Out of District
- g. Unknown

Total quadrants residence reported (auto-calculated)

18. Type of service provided to each unique crime victim served with Victims Services Program funding this quarter. This includes new, continuing, primary, and secondary victims.

*Note: At least one service should be reported for each victim served during the reporting quarter. The total below reflects the number of new primary, continuing primary, new secondary, and continuing secondary victims reported in the previous pages of this report. The total number of services reported below should be equal to or greater than the number of victims served during the reporting quarter. The data will not save if the correct number of services provided are not reported.*

- a. Case management and/or advocacy
- b. Information and referrals
- c. Civil legal services
- d. Financial or material assistance
- e. Criminal legal services
- f. Mental health services
- g. Forensic services
- h. Medical services
- i. Housing
- j. Hotline
- k. Crisis intervention
- l. Language access
- m. Safety planning

n. Other

Total services reported (auto-calculated)

19. Category of crime for each unique new victim served with Victim Services Program funding each quarter. This includes new primary and new secondary victims. *Note: At least one category of crime should be reported for each new primary AND each new secondary victim. The calculation shown under Question #32 is based on the total new primary and new continuing victims reported on the previous pages of this report. The number of categories of crime reported should equal or exceed the above total of new primary and new secondary victims. The data will not save if the correct number of categories of crime are not reported.*

- a. Adult survivors of childhood abuse
- b. Arson
- c. Assault/attempted homicide
- d. Bullying
- e. Child physical abuse
- f. Child sexual abuse
- g. Child exposed to violence
- h. DUI/DWI
- i. Elder Abuse
- j. Family violence or abuse
- k. **Gun violence**
- l. Hate bias crime
- m. Homicide
- n. Human trafficking
- o. Identity theft/fraud
- p. Intimate partner violence
- q. Kidnapping
- r. Robbery
- s. Sexual assault (adult or minor)
- t. Stalking
- u. Terrorism
- v. Other

Total crime types reported (auto-calculated)

20. Do you have any positive qualitative observations to share from the clients that you served during this reporting period? (max 255 characters)

21. Do you have any negative qualitative observations to share from the clients that you served during this reporting period? (max 255 characters)

## Language Access Data

*Interpretation and translation services needed to assist victims of crime to be able to communicate effectively with staff, and to provide victims of crime with meaningful access to, and an equal opportunity to participate fully in services and activities.*

**Ayuda will be the only organization required to report language access PMI data moving forward.**

22. Interpretation Services for Victims
  - a. Requests for local specially trained interpreters for victims that were met
  - b. Requests for local specially trained interpreters for victims that were unmet
23. Type of Interpretation
  - a. Total number of in-person interpretation sessions
  - b. Total number of telephonic interpretation sessions
24. Translation Services
  - a. Requests received during the reporting quarter
  - b. Requests that were met during the reporting quarter
  - c. Requests that were unmet during the reporting quarter
25. Victim Satisfaction with Interpreter and Translation Services
  - a. Requests for service (interpretation and translation) from or for victims that were met during the reporting period
  - b. Complaints received about in-person interpretation services during the reporting quarter
  - c. Complaints received about telephonic interpretation services during the reporting quarter
  - d. Complaints received about translation services during the reporting quarter
26. Satisfaction with Interpretation and Translation Services
  - a. Number of service providers that requested interpretation services during the reporting period
  - b. Received interpretation services during the reporting quarter
  - c. Completed a quarterly satisfaction survey.
  - d. Report being satisfied with the service
27. Do you have any positive qualitative observations to share from the clients that you served during this reporting period? (max 255 characters)
28. Do you have any negative qualitative observations to share from the clients that you served during this reporting period? (max 255 characters)

## Advocacy/Case Management Data

*Case management and advocacy services are those that engage the victim in a (usually) intermediate to long term relationship for the purpose of empowering that victim post-trauma, assisting that victim in engaging the systems of care and justice that the victim chooses, and using the victim's experience to advance a larger mission of system change. Case management and advocacy services are intended to be intermediate or long services that meet the needs of the victim that occur after the point of crisis.*

29. Number of staff members employed or contracted as case managers or advocates
30. Engaged in Case Management or Advocacy
  - a. Number of unique new victims for whom you provided case management or advocacy
  - b. Number of unique continuing victims for whom you provided case management or advocacy
31. Total number of unique victims for whom you provided case management services (auto-calculated)
32. Case Management or Advocacy Outcome Measures

Note: **Case management/advocacy T1 and T2 assessments must be done using a needs assessment, self-sufficiency tool, or another validated tool of the providers choice**

  - a. Number of victims not assessed at T1 or T2 during this quarter
  - b. Number of victims assessed at T1 in this reporting period but not assessed at T2 within this reporting period
  - c. **Number of victims that were assessed at T2 during this reporting period**
  - d. **Number of victims that demonstrated an increase in empowerment, resiliency, or coping at T2 during this reporting period**
33. Number of unique new victims that engaged in each of the following systems
  - a. Criminal justice system
  - b. Civil protection system
  - c. **Housing system**
  - d. Mental health services
  - e. Immigration system
  - f. Education system
  - g. Family courts/family civil law systems
  - h. Substance abuse treatment systems
  - i. **Government assistance programs (Social Security, TANF, SNAP, unemployment, etc.)**
  - j. Medical forensic systems
  - k. Other
34. Number of unique continuing victims that engaged in each of the following systems
  - a. Criminal justice system
  - b. Civil protection system
  - c. **Housing system**
  - d. Mental health services
  - e. Immigration system
  - f. Education system
  - g. Family courts/family civil law systems
  - h. Substance abuse treatment systems
  - i. **Government assistance programs (Social Security, TANF, SNAP, unemployment, etc.)**
  - j. Medical forensic systems
  - k. Other
35. Do you have any positive qualitative observations to share from the victims that you served through case management or advocacy during this reporting period? (max 255 characters)
36. Do you have any negative qualitative observations to share from the victims that you served through case management or advocacy during this reporting period? (max 255 characters)

## Awareness and Outreach Data

*Providing information to the community at large on crime victimization issues and promoting services available for victims. Activities may include using social media to raise awareness, tabling at a community event, or distributing materials.*

37. Number of outreach/awareness events hosted (auto-calculated)
  - a. **Virtual events:**
  - b. **In-person events:**
38. Number of participants served by outreach/awareness events hosted (auto-calculated)
  - a. **Virtual events:**
  - b. **In-person events:**
39. Number of calls for service or information to your agency or organization **as a result of an outreach event during this quarter**
40. Number of in-person outreach/awareness events **your organization participated in that was hosted by another agency/organization during the quarter**
41. Do you have any positive qualitative observations to share from the participants of the outreach events? (max 255 characters)
42. Do you have any negative qualitative observations to share from the participants of the outreach events? (max 255 characters)

## Community Education Data

*Providing presentations to a defined population on crime victimization issues, activities aimed at stopping victimization, or enabling the participation of citizens and communities in developing strategies to and implement solutions to crime and victimization. Presentations are aimed at increasing the knowledge of the participants.*

43. Total number of community education events conducted this quarter (auto-calculated)
  - a. **Virtual events:**
  - b. **In-person events:**
44. Number of participants educated this quarter (auto-calculated)
  - a. **Virtual events:**
  - b. **In-person events:**
45. Number of community education participants that:
  - a. **Completed an evaluation**
  - b. Did not submit an evaluation or submitted an incomplete evaluation  
**(Note: a+b should equal the total number of participants)**
  - c. Demonstrated a positive change in knowledge, skills, or abilities as the result of the **education event**. Note: Participants must have completed an evaluation and demonstrate through the evaluation the positive change.
46. Do you have any positive qualitative observations to share from the participants of the community education events? (max 255 characters)
47. Do you have any negative qualitative observations to share from the participants of the community education events? (max 255 characters)

## Professional Training Data

*Develop and deliver training designed for individuals working in a professional capacity with crime victims. Training is designed to enhance professional skills, develop strategies, or implement activities to address crime victimization.*

48. Total number of professional training events conducted
  - a. **Virtual events:**
  - b. **In-person events:**
49. Number of participants trained
  - a. **Virtual events:**
  - b. **In-person events:**
50. Number of professional training participants that:
  - a. **Completed an evaluation**
  - b. Did not submit an evaluation or submitted an incomplete evaluation  
**(Note: a+b should equal the total number of participants)**
  - c. Demonstrated a positive change in knowledge, skills, or abilities as the result of the training. Note: Participants must have completed an evaluation and demonstrate through the evaluation the positive change.
51. Do you have any positive qualitative observations to share from the participants of professional training events? (max 255 characters)
52. Do you have any negative qualitative observations to share from the participants of professional training events? (max 255 characters)

## Prevention & Community Engagement Data

- **All questions will be deleted**

## Trauma-Informed Mental Health Services Data

*Trauma-informed professional care is provided by a clinician with appropriate licensure that is intended to treat symptoms of trauma, reduce symptoms of trauma, and improves the crime victim's general functioning after victimization.*

53. Victims Engaged in Counseling or Therapy
  - a. Number of new victims that received mental health services
  - b. Number of continuing victims that received mental health services
  - c. Total number of total victims that received mental health services (auto-calculated)
54. New Victim Engagement
  - a. Number of new victims that engaged in a screening or intake process during the reporting quarter
  - b. Number new of victims that were screened and referred to another mental health provider during the reporting quarter
55. Accessing Mental Health Services
  - a. **Number of victims on the waitlist for therapy or counseling this quarter**

- b. What is the average length of time that victims are on the waitlist for therapy or counseling?
    - i. \_\_\_Days
56. T1 and T2 Mental Health Assessments
- Note: Mental health T1 and T2 assessments must be done using a validated instrument of the provider's choice to measure trauma symptoms.
- a. Number of victims not assessed at T1 or T2 during this quarter
  - b. Number of unique victims assessed at T1 in this reporting period but not assessed at T2 within this reporting period
  - c. Number of victims that were assessed at T2 during this reporting period
  - d. Number of victims that demonstrated a reduction of trauma symptoms at T2 during this reporting period
57. Do you have any positive qualitative observations to share from the victims that you provided mental health services to during this reporting period? (max 255 characters)
58. Do you have any negative qualitative observations to share from the victims that you provided mental health services to during this reporting period? (max 255 characters)

## Financial or Material Assistance Data

*Financial or material assistance are those services that provide a tangible, financial award to the crime victim to alleviate an emergency need or to stabilize the victim's life in the aftermath of victimization. Examples including providing security deposits for relocation, changing locks, paying a deductible, etc.*

59. Number of requests for emergency financial assistance
- a. Made to your agency or organization during the reporting quarter
  - b. That were fully met during the reporting quarter
  - c. That were partially met during the reporting quarter
60. Of the number of requests for emergency financial assistance that were met during the reporting quarter, what number paid for:
- a. Mortgage/rental support (rent, renter's insurance, mortgage, and other housing fees)
  - b. Security deposits
  - c. Hotel vouchers/stays
  - d. Moving/relocation expenses
  - e. Childcare expenses
  - f. Household utilities
  - g. Property repair or replacement
  - h. Clothing or toiletries
  - i. Lock change/security systems
  - j. Food
  - k. Medical expenses
  - l. Legal fees
  - m. Transportation
  - n. Other not listed
    - i. Required: Open space to describe "other"

61. How much emergency financial assistance (in dollars) did your organization disperse in each of the following categories:
- a. **Mortgage/rental support (rent, renter's insurance, mortgage, and other housing fees)**
  - b. **Security deposits**
  - c. **Hotel vouchers/stays**
  - d. **Moving/relocation expenses**
  - e. Childcare expenses
  - f. **Household** utilities
  - g. Property repair or replacement
  - h. Clothing or toiletries
  - i. Lock change/**security systems**
  - j. Food
  - k. **Medical expenses**
  - l. **Legal fees**
  - m. **Transportation**
  - n. Other not listed
    - i. **Required: Open space to describe "other"**
62. Do you have any positive qualitative observations to share from the victims that you served using financial or material assistance during this reporting period? (max 255 characters)
63. Do you have any negative qualitative observations to share from the victims that you served using financial or material assistance during this reporting period? (max 255 characters)

## Housing Data

*Emergency housing or longer-term housing provided to victims of crime and their families when housing is needed as a direct or indirect result of victimization.*

64. Victims Provided with Housing
- a. Number of unique new victims (primary and secondary) provided with housing during the reporting period
  - b. Number of unique continuing victims (primary and secondary) provided with housing during the reporting period
65. Nights of Safe Housing
- a. What is the aggregate number of nights of safe housing provided during the reporting period?
  - b. What is the average number of safe nights of housing provided to each victim served during the reporting period?
66. Of the number of victims who left housing during the reporting period, what number left housing for:
- a. Safe and permanent housing
  - b. Safe but temporary housing
  - c. Tenuous housing
  - d. **Emergency housing**
  - e. **Transitional housing**
  - f. Unknown

- g. Deceased
  - h. Other housing
    - i. Required: Open space to describe "other"
67. Do you have any positive qualitative observations to share from the victims that you served with housing services during this reporting period? (max 255 characters)
68. Do you have any negative qualitative observations to share from the victims that you served with housing services during this reporting period? (max 255 characters)

## Medical and Forensic Services Data

*Medical services are services that engage professional care provided by a clinician with appropriate licensure that is intended to identify and treat injury and physical needs of a crime victim. Forensic services are services that seek to collect evidence for use in a legal proceeding or to review evidence for future use*

69. General trauma victims provided with medical services
- a. Number provided medical services
  - b. Number who had injury
  - c. Number who received treatment of injury
  - d. Number who received infection prophylaxis
  - e. Number who were forensically interviewed by your organization
70. Sexual assault victims provided with medical services
- a. Number provided medical services
  - b. Number who had injury
  - c. Number who received treatment of injury
  - d. Number who received infection prophylaxis
  - e. Number who were forensically interviewed by your organization
71. Domestic or intimate partner violence victims provided with medical services
- a. Number provided medical services
  - b. Number who had injury
  - c. Number who received treatment of injury
  - d. Number who received infection prophylaxis
  - e. Number who were forensically interviewed by your organization
72. Peer review of exams
- a. Number of medical forensic exams conducted during the reporting period
  - b. Number of peer reviews of exams conducted during the reporting period
73. Types of Forensic Exams Reporting On (Drop Down Menu)
- a. Forensic Exams Analyzed
  - b. Forensic Exams Conducted
74. Number of exams or analyses:
- a. Conducted during the reporting quarter (all crime types)
  - b. Case reviewed by a multidisciplinary team during the reporting period
75. Do you have any positive qualitative observations to share from the victims that you served during this reporting period? (max 255 characters)

76. Do you have any negative qualitative observations to share from the victims that you served during this reporting period? (max 255 characters)

## Legal Services Data

*Legal services are any service provided by or in consultation with a licensed and barred attorney for the purpose of addressing a legal need that has occurred due to the crime and victimization.*

77. Number of referrals or requests for service that were accepted by your organization in the reporting quarter
78. Totals: Legal representation
- Number of victims requesting legal representation
  - Number of new victims who received representation
  - Number of new victims who declined representation
  - Number of new victims who did not receive representation from this organization
  - Number of new victims who were referred to another organization for legal representation
79. Number of victims for whom legal needs were met by in-house representation
- Fully met
  - Partially met
80. Number of victims for whom legal needs were met by brief advice and consultation
- Fully met
  - Partially met
81. Of the matters that were resolved during this reporting period, number of matters:
- Fully resolved in a manner that was consistent with the wishes of the victim
  - Partially resolved in a manner that was consistent with the wishes of the victim
  - Withdrawn prior to legal resolution at the request of the victim
  - Resolved due to legal necessity
  - Resolved incompatible with the stated wishes of the victim
  - Resolved because the client discontinued communication
82. Number of victims receiving legal representation in the:
- Criminal justice system
  - Civil protective system
  - Immigration system
  - Educational system
  - Family law system
  - Administrative system (other than those already listed)
83. Do you have any positive qualitative observations to share from the victims that you provided legal services to during this reporting period? (max 255 character)
84. Do you have any negative qualitative observations to share from victims that you provided legal services to during this reporting period? (max 255 characters)

## Crisis Intervention and Hotline Data

*Crisis intervention and hotline services are those that seek to engage crime victims in crisis for the purpose of providing accessible care that stabilizes a victim from the point of emotional, financial, or physical crisis. Crisis intervention and hotline services are intended to be short-term services that meet an immediate need for the victim.*

85. Crisis Intervention Services
  - a. Number of unique victims provided with crisis intervention services in this reporting period. This includes primary and secondary victims.
  - b. Of the number of unique victims provided with crisis intervention services, how many were provided services via hotline (text, chat, or phone)
  - c. Of the number of unique victims provided with crisis intervention services, how many were provided services via in-person crisis intervention
86. **Hotline**/Crisis Intervention Services and Language Access
  - a. Number of crisis calls, texts, chats, or other requests for crisis service in which the assistance was provided in the victim's native language (This includes English)
  - b. Number of crisis calls, texts, chats, or other requests for crisis services in which the victim spoke a language other than English
87. **Hotline**/Crisis Calls, Texts, & Chats
  - a. Total number of crisis calls, texts, or chats answered
  - b. Total crisis calls, texts, or chats that were unanswered in the reporting quarter
  - c. Total crisis calls, texts, or chats with a delayed answer in the reporting quarter
88. Number of third-party requests for service via hotline during the reporting period
89. Of the unique victims (primary and secondary) for whom crisis intervention or hotline services were provided, how many victims stated each of the following needs?
  - a. Housing
  - b. Safety (physical or emotional)
  - c. Criminal justice intervention
  - d. Emotional support
  - e. Medical or forensic care
  - f. Legal services
  - g. Other needs not listed
90. Of the unique victims (primary and secondary) for whom crisis intervention or hotline services were provided during this quarter, how many victim needs were met via
  - a. Service provided by your organization or agency referral to another organization or agency
  - b. Warm hand-off to another organization or agency
  - c. Referral made but declined
  - d. Unknown resolution
  - e. Other

## Project CHANGE Data

91. Total number of patients **offered** HVIP services (auto calculates)
  - a. Number of patients **offered** services at beside
  - b. Number of patients **offered** services post-discharge
92. **Total number of patients discharged without services engaged (auto calculates)**
  - a. **Post-discharge no contact information**
  - b. **Attempted to contact post-discharge and did not respond**
93. Total number of patients who consented to program services
  - a. Number of patients who consented to program in hospital
  - b. Number of patients who consented to program after hospital
94. **Total number of patients who declined the services offered**
95. **Total number of patients that accepted referrals to external programs (auto calculates)**
  - a. Number of patients who accepted a referral, but did not consent to program services
  - b. **Number of patients who consented to program services and accepted a referral**
96. Criminal justice involvement
  - a. Patients with prior incarceration history
  - b. Clients with prior criminal justice involvement
  - c. Prior patients with new criminal or civil charge in quarter
97. Prior patients with new injury in the quarter
98. Prior patients who secured a job this quarter
99. Patients who have demonstrated improvements in mental health
100. Patients who engaged in educational or job training advancement
101. Prior patients who secured safe housing
102. Type of Injury
  - a. GSW
  - b. Stabbing
  - c. General assault
  - d. Other
103. Day of the week the injury occurred
  - a. All days of the week will be in Spreadsheet Web
104. Month injury occurred
  - a. All months of the year will be in Spreadsheet Web
105. Zip code
  - a. All zip codes will be in Spreadsheet Web
106. Program Outcomes
  - a. Number of Project CHANGE meetings attended this reporting quarter
  - b. Number of protocols or MOUs created with community organizations outside of Project CHANGE this reporting quarter
  - c. Number of CCR meetings attended this reporting quarter
  - d. Number of cases presented at conference this reporting quarter

## SAVRAA Data

SAVRAA data points are pending